| Service Level Agreement | Target Performance | Current Performance | |
|---|---|---|---|
| **Help Desk** | | | |
| Helpdesk Speed To Answer Calls | 90% Calls Answered Under 60 Seconds | 61% | 🔴 |
| Helpdesk Call Abandonment Rate | Less then 2% Abondoned | 12% | 🔴 |
| Level 1 Resolution Rate | 75% Of All Calls Resolved By Level 1 | 57.78% | 🔴 |
| Helpdesk Staffing Level | 100% Staffing By Schedule | 100% | 🟢 |
| Random User Sampling Survey | 95% Of Satisfied Customers | 96.73% | 🟢 |
| **Server Administration** | | | |
| General Server Availability | 24x7 Availability ( 99.9 % ) | 99.92% | 🟢 |
| Exchange Server Availability | 24x7 Availability ( 99.9 % ) | 99.97% | 🟢 |
| Citrix Server Availability | 24x7 Availability ( 99.9 % ) | 98.90% | 🟡 |
| Web Server Availability | 24x7 Availability ( 99.9 % ) | 99.89% | 🟡 |
| Capacity/Performance Monitoring | Notification Under 1 Hour ( 98.0 % ) | 100% | 🟢 |
| Capacity/Trend Analysis | Monthly Reporting ( 99.9% ) | 100% | 🟢 |
| **Network Administration** | | | |
| WAN Availability ( Core Distribution ) | 24x7 Availability ( 99.9% ) | 99.99% | 🟢 |
| Router Availability ( FSSA/INDOT Remote ) | 24x7 Availability ( 99.9% ) | 99.90% | 🟢 |
| Capacity/Performance Monitoring | Notification Under 1 Hour ( 98.0 % ) | 100% | 🟢 |
| Capacity/Trend Analysis | Monthly Reporting ( 99.9% ) | 100% | 🟢 |
| **System Management** | | | |
| New Network Account Requests | Creation Within 2 Business Days ( 99% ) | 91.25% | 🔴 |
| Disable Network Account Requests | Disabled Within 4 Business hours ( 98% ) | 81.33% | 🔴 |
| Network Rights Change Requests | Change Within 8 Business Hours ( 99% ) | 66.67% | 🔴 |
| **Deployments** | | | |
| Remote Server Installation | 5 Business Days after Delivery ( 98% ) | N/A | ⚪ |
| Workstation Installation | 5 Business Days after Delivery ( 98% ) | 72.73% | 🔴 |